

AlphaMate® II



Operator's Manual



MOTOROLA

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Certification Notices

FCC Compliance

Warning: Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

Note: This device complies with Part 15 of FCC Rules. Operation is subject to the following conditions:
(1) This device may not cause harmful interference; and
(2) this device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with manufacturer's instructions,

may cause harmful interference to radio communications.

However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Re-orient or relocate the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment to an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

TAP Compliance

The AlphaMate II communicates with the paging service system using the industry-standard Telecator Alpha Protocol (TAP), version 1.2.

Canadian Compliance

The Canadian Department of Communications label identifies certified equipment. This certification means that the equipment meets certain telecommunication network protective, operational, and safety requirements. The Department does not guarantee the equipment will operate to the user's satisfaction.

Before installing this equipment, user's should ensure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. In some cases, the company's inside wiring associated with a single-line, individual service may be extended by means of a certified connector assembly (telephone extension cord). The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations.

Repairs to certified equipment should be made by an authorized Canadian maintenance facility designated by the supplier. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user the disconnect the equipment.

Users should ensure for their own protection that the electrical ground connections of the power utility, telephone

lines, and internal metallic water-pipe system, if present, are connected together. This precaution may be particularly important in rural areas.

Caution: Users should not attempt to make such connections, but should contact the appropriate electric inspection authority or electrician.

The Load Number (LN) assigned to each terminal device denotes the percentage of the total load to be connected to a telephone loop which is used by the device, to prevent overloading. The termination of a loop may consist of any combination of devices subject only to the requirement that the total of the Load Numbers of the devices does not exceed 100.

DOC Compliance Statement

This digital apparatus does not exceed the Class B limits for radio noise emissions from digital apparatus set out in the Radio Interference Regulations of the Canadian Department of Communications.

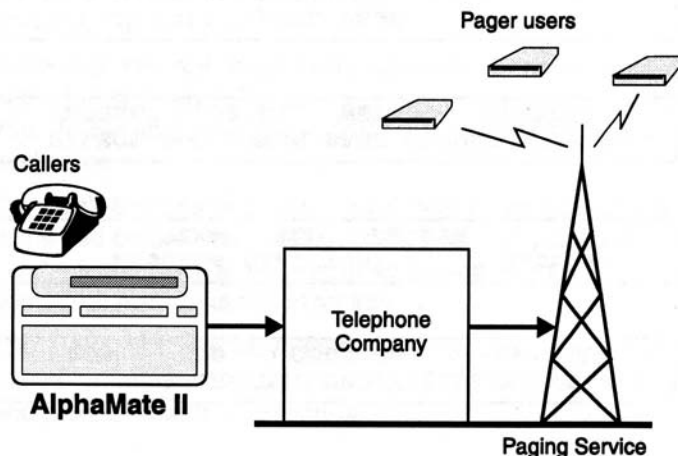
INTRODUCTION TO THE ALPHAMATE II

What the AlphaMate II Does

An AlphaMate II makes it possible for you to send alphanumeric (written) messages to people carrying alphanumeric radio pagers. The picture at the right shows how this is done.

When a person calls in with a message, you type the name or number of the person with the pager, and the message. The AlphaMate II then automatically calls the appropriate paging service company and has the message transmitted.

Although the AlphaMate II can be used to reach up to 750 pagers, it is very easy to use. It has a standard typewriter keyboard, ten function keys for selecting various operations, and a display for communicating with you. (A picture of the keyboard and display appears inside the front cover of this book.)



As an AlphaMate II operator, your most common function is sending pages. However, you are also responsible for setting up the AlphaMate II initially, and for maintaining the setup as your organization changes.

Not only do you define individual users, you can also create groups of users, so that an entire group can be reached with a single page.

You can also create and store standard messages that you use often, then recall one and send it when you need it with just a couple of keystrokes.

In addition to sending ordinary pages, the AlphaMate II can send reminder pages, which are dispatched automatically at a particular time, and may be repeated at regular intervals. This can be a big help to your people in staying on schedule.

Your AlphaMate II is controlled by ten function keys and a small display. The picture inside the front cover and the example messages at the right show how simple using the AlphaMate II is.

TO ADD PAGER DIRECTORY ENTRY
ENTER NAME (20 MAX):

PAGER DIRECTORY (123 Entries)
VIEW ADD DELETE GROUP

MESSAGE DIRECTORY (3 Entries)
VIEW ADD DELETE

SELECT HOW OFTEN PAGE SHOULD REPEAT:
HOURLY DAILY WEEKLY MONTHLY

SEND PAGE
ENTER NAME OR NUMBER:

ENTER MESSAGE (OR CANNED MESSAGE NUMBER)

SET DATE AND TIME
FEB 21 1994 24H 10:06:00 ↑↓

Operating the AlphaMate II

All the functions of the AlphaMate II are controlled by a few function keys. A small display provides information, and, when appropriate, presents you with menus that offer simple choices.

An illustration of the display and keyboard appears on a flap inside the front cover of this book. You can fold the flap out, revealing another copy of this illustration that you can use while you read the book.

Begin by turning on your AlphaMate II. Press the **ON** key in the top right-hand corner of the keyboard. The screen displays a message:

(c) 1993 MOTOROLA, INC.	
VERSION R1.00.05	CHECKSUM_

The AlphaMate II is running a diagnostic check of its own operation. After about 15 seconds this display changes to:

(c) 1993 MOTOROLA, INC.	
VERSION R1.00.05	CHECKSUM 1234

This screen remains for about two seconds, then changes to:

SELECT OPERATION	
TUESDAY, MARCH 1, 1994	1:20:35PM

This screen is called the *Select Operation* screen. This is the screen you usually return to between operations. For your convenience it displays the current day, date, and time. After any operation, you can return to this screen by pressing the **QUIT** key.

From here on, you begin every operation by pressing one of the function keys. To page someone, you press the **PAGE** key. To set up a new pager, you press the **PAGE DIR** key. And so on.

You don't even have to have the *Select Operation* screen displayed before you press a function key. If you have just finished setting up a new pager when you need to page someone, just press the **PAGE** key.

The AlphaMate II is very flexible, and designed to be easy to use. In most cases, you can do whatever feels natural, and the AlphaMate II responds.

Setting Up Your AlphaMate II

Most of the time you spend using the AlphaMate II you spend sending pages. However, before you can begin using your AlphaMate II, you must set it up to meet your specific needs.

The overall process for setting up an AlphaMate II consists of just a few steps:

1. Create a System Directory specifying how to access one or more paging system services. (The installation technician may have done this for you.)
2. Create a Pager Directory containing the names and numbers of all the people you need to page.
3. (Optional) Create Group Directories containing the names of people whom you need to page at the same time.
4. (Optional) Create a Message Directory containing standard messages that you use repeatedly.
5. (Optional) Create a Reminder Pages Directory containing pages that are to be sent at specific times, or sent repeatedly, to selected users.

These setup operations are described in the second section of this book, "Creating and Maintaining Your Directories".

Once you have set up your AlphaMate II, you are ready to begin sending pages. This is described in the third section of this book, "Sending Pages".

From time to time you need to make changes in your AlphaMate II setup as users come and go, and as their needs change. For this you go to the second section of this book, "Creating and Maintaining Your Directories".

If in the course of using your AlphaMate II you get a message that you don't understand, see Appendix A, "Error Messages and What They Mean".

If you need to communicate with another AlphaMate II, see Appendix B, "Working with Remote AlphaMate II Units".

Other setup functions, such as adjusting the display contrast, and changing your password, are described in Appendix C, "Changing the AlphaMate II Setup".

CREATING AND MAINTAINING YOUR DIRECTORIES

Your AlphaMate II stores all the information about your paging operations in five directories:

- The pager service systems that you use are listed in the *System Directory*.
- Your pager users are listed in the *Pager Directory*.
- Your pager groups are listed in the *Group Directory*.
- Standard messages that you use often are stored in the *Messages Directory*.
- Pages that are to be sent at predetermined times, or sent repeatedly, are stored in the *Reminder Pages Directory*.

When you first get your AlphaMate II, you must create these directories. As time goes by, you must maintain them by adding new information, and by changing and deleting existing information. This section describes how to do this.



The System Directory may have been set up by the technician who installed your AlphaMate II. In this case, changes to your System Directory will also be made by this technician.

The System Directory

The System Directory is a list of the paging service systems that actually broadcast your pages. This list must contain at least one system. From time to time you may need to add new paging service systems, review and perhaps change the information for them, and delete them.

To make any changes to the System Directory, press the **SETUP** key. The *Setup* menu appears:

SYSTEM DIR	MESSAGES	PAGELOG	MISC
CONFIGURATION	PASSWORD	PRINTER	CLOCK

The **SYSTEM DIR** item is flashing, indicating that this is the default selection. Just press the **ENTER** key to see the *System Directory* menu.

The *System Directory* menu offers you three choices:

SYSTEM DIRECTORY (0 Entries)		
VIEW	ADD	DELETE

If the System Directory is empty, the **ADD** selection is flashing. If there is already at least one system in the directory, the **VIEW** selection is flashing. If necessary, use the **←** and **→** keys to choose the function you want, and then press the **ENTER** key.

Adding a New System

To add a paging service system to your System Directory, select **ADD** from the *System Directory* menu. The *Add System* screen appears:

TO ADD SYSTEM DIR ENTRY
ENTER NAME (15 MAX):



If your AlphaMate II uses password protection, see "Using a Password" on page 44.

(The flashing box after the colon is a cursor indicating where the information you type will appear.) Type in the name of the paging service, using up to 15 characters; you can use both small letters and capitals in the name. Then press the **ENTER** key.

The AlphaMate II asks which port to use:

MAIN SYSTEM PORT SETUP		
SELECT DESIRED PORT:	MODEM	RS-232

Using the **←** and **→** keys, choose the appropriate port, and then press the **ENTER** key. From here on the procedure depends on which port you select.

Using the Modem Port

When you select **MODEM** as the main port, the AlphaMate II goes on:

MODEM SETUP	
BAUD RATE:	300 ↑↓

The ↑↓ symbol at the end of the second line indicates that you can use the ↓ and ↑ keys to scroll up and down through a series of values for the baud rate. Scroll through the list until the appropriate value appears, then press the **ENTER** key. The system now asks what type of modem standard is used:

MODEM SETUP	
MODEM STANDARD:	BELL CCITT

Use the ← and → keys choose the type of modem you want, and then press the **ENTER** key. The system now asks about the format of the data bits:

MODEM SETUP	
DATA BITS	7DATA, 1STOP, PARITY ↑↓

The ↑↓ symbol at the end of the second line indicates that you can use the ↓ and ↑ keys to scroll up and down through the several different combinations of data bits. Scroll through the list until the appropriate combination appears, then press the **ENTER** key. The system now asks

what type of parity is used:

MODEM SETUP					
PARITY:	SPACE	MARK	EVEN	ODD	NONE

Use the ← and → keys choose the parity you want, and then press the **ENTER** key. The system now asks:

MODEM SETUP			
FLOW CONTROL:	XON/XOFF	CTS/RTS	NONE

Use the ← and → keys choose the type of flow control you want, and then press the **ENTER** key. The system goes on:

MODEM SETUP	
FLOW CONTROL:	FULL DPLX HALF DPLX

Use the ← and → keys choose the type of flow control you want, and then press the **ENTER** key. The system now asks for the telephone number to be used to reach this paging service system:

ENTER TELEPHONE NUMBER (24 MAX):

Enter the telephone number used to call the paging service system, using a maximum of 24 digits. (This number may or may not include the specific pager ID.) To create a 2-second pause between selected digits, insert an @ symbol. Press the **ENTER** key. The system now asks if the pager ID was part of that telephone number:

ENTER TELEPHONE NUMBER (24 MAX):
IS PAGER ID PART OF NUMBER (Y/N)?

Press either Y or N to answer the question. If you answer N, the AlphaMate II asks if an alternate number is available for calling this paging system if the primary number is busy:

ALTERNATE SYSTEM NUMBER (Y/N)?

Press either Y or N to answer the question. If you answer Y, the AlphaMate II asks for this alternate system number setup information. If you answer N - or if you have already answered Y and entered the alternate number - the AlphaMate II asks for the maximum message length to be used with this paging system:

ENTER MAXIMUM PAGE LENGTH: 80

To change this value, backspace twice to delete the 80, then type a new value and press the ENTER key. At this point you can assign a password that must be used in order to access this paging system:

ENTER OPTIONAL PASSWORD:

Type in a password if you wish to use it, or not. Press the

ENTER key.

This completes entering a new paging service system using the modem. The AlphaMate II now returns to the *System Directory*.

Using the RS-232 (Serial) Port

When you select RS-232 as the main port, the AlphaMate II goes on:

BAUD RATE:	RS-232 SETUP	300	↑↓
-------------------	---------------------	------------	----

The ↑↓ symbol at the end of the second line indicates that you can use the ↓ and ↑ keys to scroll up and down through the optional values for the baud rate. Scroll through the list until the appropriate value appears, then press the ENTER key. The system now asks about the format of the data bits:

DATA BITS	RS-232 SETUP	↑↓
7DATA, 1STOP, PARITY		

The ↑↓ symbol at the end of the second line indicates that you can use the ↓ and ↑ keys to scroll up and down through the several different combinations of data bits. Scroll through the list until the appropriate combination appears, then press the ENTER key. The system now asks what type of parity is used:

RS-232 SETUP**PARITY:** SPACE MARK EVEN ODD NONE

Use the ← and → keys choose the parity you want, and then press the **ENTER** key. The system now asks:

RS-232 SETUP**FLOW CONTROL:** XON/XOFF CTS/RTS NONE

Use the ← and → keys choose the type of flow control you want, and then press the **ENTER** key. The system goes on:

RS-232 SETUP**FLOW CONTROL:** FULL DPLX HALF DPLX

Use the ← and → keys choose the type of flow control you want, and then press the **ENTER** key. The AlphaMate II asks if an alternate telephone number is available for calling this paging system if the RS-232 port is unable to access it:

ALTERNATE SYSTEM NUMBER (Y/N)?

Press either **Y** or **N** to answer the question. If you answer **Y**, the AlphaMate II asks for this alternate system number setup information. If you answer **N** - or if you have already

answered **Y** and entered the alternate number - the AlphaMate II asks for the maximum message length to be used with this paging system:

ENTER MAXIMUM PAGE LENGTH: 80

To change this value, backspace twice to delete the 80, then type a new value and press the **ENTER** key. At this point you can assign a password that must be used in order to access this paging system:

ENTER OPTIONAL PASSWORD:

Type in a password if you wish to use it, or not. Press the **ENTER** key.

This completes entering a new paging service system using the RS-232 port. The AlphaMate II now returns to the *System Directory*.

The Pager Directory

The Pager Directory lists the pagers that you can contact. From time to time you must add new pagers, review and perhaps change the information for them, or delete them.

To make any changes to the pagers in the system, press the **PAGE DIR** key. The *Pager Directory* menu appears:

PAGER DIRECTORY (123 Entries)			
VIEW	ADD	DELETE	GROUP

(If there are no pagers in your AlphaMate II, the **ADD** item is flashing. If there is already at least one pager stored, the **VIEW** item is flashing.) Use the **←** and **→** keys to choose the function you want, then press the **ENTER** key.

Adding a New Pager

To add a pager to the Pager Directory, choose **ADD** from the *Pager Directory* menu. The *Add Pager* screen appears:

TO ADD PAGER DIRECTORY ENTRY ENTER NAME (20 MAX):
--

(The flashing box after the colon is a cursor indicating where the information you type will appear.)

Type the name of the person who will use the new pager, using up to 20 characters; you can use both small letters

and capitals in the name. Then press the **ENTER** key. The AlphaMate II asks for the number of the new pager:

TO ADD PAGER DIRECTORY ENTRY ENTER NUMBER (12 MAX):
--

Type in the number of the new pager, using up to 12 digits, then press the **ENTER** key. The AlphaMate II asks which paging service system to use to reach this pager:

TO ADD PAGER DIRECTORY ENTRY SELECT SYSTEM: TelePage ↑

This screen shows you the name of the first paging system in the *System Directory*. The ↑ symbol at the end of the second line indicates that you can use the ↓ and ↑ keys to scroll up and down through the options listed in the directory. Scroll through the list until the appropriate paging service appears on the screen, then press the **ENTER** key. (If only one paging system is used, then this will not be an option.)

The AlphaMate II briefly displays the new entry to confirm it:

John Smith	2326982
SYSTEM: TelePage	

After a few seconds, the AlphaMate II automatically returns to the *Pager Directory* menu.

Reviewing Existing Pagers

You may wish to review the setup for one or your pager users. You may want to look up a name and check the pager number. You also may want to make changes to the entry, to correct the spelling of someone's name or to change a pager number.

Press the **PAGE DIR** key. The *Pager Directory* menu appears:

PAGER DIRECTORY (123 Entries)			
VIEW	ADD	DELETE	GROUP

This screen includes the title (**PAGER DIRECTORY**) and the number of entries in the directory. This tells you how many pager users are accessible.

This screen also offers a menu with four items. The **VIEW** item is flashing, indicating that you can make this selection by pressing the **ENTER** key. When you press the **ENTER** key, the *View Pager* screen appears:

TO VIEW PAGER DIRECTORY ENTRY ENTER NAME OR NUMBER:
--

To indicate which user you want to view, enter the user's name, then press the **ENTER** key. The screen displays the user's name, the pager number, and the paging system

used to reach this pager:

John Smith	2326982
SYSTEM: TelePage	



If the name you enter is incorrect, and the AlphaMate II cannot find the entry, it displays a message such as:

2326892	NOT FOUND
----------------	------------------

This message vanishes after a few seconds, and the *View Pager* screen reappears.

Another option is to enter a name, but simply to press the **ENTER** key. The AlphaMate II displays the details of the first person in the directory. A **↕** symbol at the end of the second line indicates that you can use the **↓** and **↑** keys to scroll up and down through the directory until you find the person you want.

If you do not want to change this information, you can return either to the *Pager Directory* menu by pressing the **ESC** key, or to the *Select Operation* screen by pressing the **QUIT** key.

Editing Pager Data

You can make changes to the Pager Directory data. You can change a user's name, the number of the pager, or the paging service system used to reach this user.

To make the changes to user data, you must first view the user you wish to change, as described above in "Reviewing Pagers". Then press the **EDIT** key.



If your AlphaMate II uses password protection, see "Using a Password" on page 44.

The entry appears with a blinking cursor at the end of the user's name:

```
John Smith 2326982
SYSTEM: TelePage
```

Editing the User's Name: To make changes to the user's name, you can use the ← and → keys to move the cursor over a particular letter; you can then type a different letter instead. To insert characters, hold down the **CTRL** key and type **V** first; this puts the AlphaMate II into the insert mode instead of the normal overstrike mode. (Typing **CTRL+V** again switches the AlphaMate II back to the normal overstrike mode.) You can also use the **BACKSPACE** key to delete letters in the usual way.

Editing the Pager Number: To move on from the user's name to the pager number, press the **TAB** key: this moves

the cursor to a position immediately after the number:

```
John Smith 2326982
SYSTEM: TelePage
```

Now you can use the ← and → keys to move the cursor over a particular digit; you can then type a different digit instead. Or again, you can use the **BACKSPACE** key to delete digits in the usual way.

Changing the Paging Service System: To move to the paging service, press the **TAB** key. If more than one paging service is available, the paging system name flashes, and a ↑ symbol appears at the end of the second line:

```
John Smith 2326982
SYSTEM: TelePage ↑
```

Use the ↓ and ↑ keys to scroll up and down through the paging services listed in the *System Directory* until the appropriate paging service appears on the screen.

When you have made all the changes you require, press the **ENTER** key to record the changes in the directory. The screen continues to display the *Pager Directory* entry, but the **SYSTEM** entry no longer flashes.

This completes the changes to this information. You can return to either the *Pager Directory* menu by pressing the **ESC** key, or the *Select Operation* screen by pressing the **QUIT** key.

Deleting an Existing Pager



You cannot delete a pager if it is a member of a group, if it is set up for reminder paging, or if it happens to be in the paging queue at this time. You must first remove the pager from the group (see page 16), from reminder paging (see page 23), or from the paging queue (see page 29).

Press the **PAGE DIR** key. The *Pager Directory* menu appears:

PAGER DIRECTORY (123 Entries)			
VIEW	ADD	DELETE	GROUP

The word **VIEW** is flashing, indicating that this is the current selection. Press the **→** key twice to select **DELETE**, then press the **ENTER** key.



If your AlphaMate II uses password protection, see "Using a Password" on page 44.

The *Delete Pager* screen appears:

TO DELETE PAGER DIRECTORY ENTRY ENTER NAME OR NUMBER:
--

Enter the name of the subscriber and press the **ENTER** key. The AlphaMate II displays the entry and asks you to verify that this is the right person:

John Smith	2326982
SYSTEM: TelePage	DELETE? YES NO

(This example shows user John Smith again.) Note that the word **NO** is flashing: if you press the **ENTER** key the AlphaMate II does *not* delete the entry. To delete the entry you must use the **←** key to select **YES**, and then press the **ENTER** key.

The AlphaMate II returns to the *Pager Directory* menu automatically. To return to the *Select Operation* screen, press the **QUIT** key.

The Group Directory

When you find yourself sending pages to the same group of people repeatedly, you can make these people into a group in your AlphaMate II. By assigning a single name to the group, you can page the entire group by paging just the group name. Note that all the members of the group must already exist in the Pager Directory.

You can extend this capability by including a group (or even several groups) within another group. However, you cannot use a group that already contains groups as a member of another group.

To add a new group to the system, press the **PAGE DIR** key. The *Pager Directory* menu appears:

PAGER DIRECTORY (123 Entries)			
VIEW	ADD	DELETE	GROUP

The word **VIEW** is flashing, indicating that this is the current selection. Press the **→** key three times to select **GROUP**, then press the **ENTER** key.

The *Group Directory* menu appears:

GROUP DIRECTORY (0 Entries)			
VIEW	ADD	DELETE	PAGER

If there are no groups in your AlphaMate II, the **ADD** item is

flashing. If at least one group already exists, the **VIEW** item is flashing. Use the **←** and **→** keys to choose the function you want, and then press the **ENTER** key.

Adding a New Group



If your AlphaMate II uses password protection, see "Using a Password" on page 44.

To add a new group, select **ADD** from the *Pager Directory* menu. The *Group Directory Entry* screen appears:

ENTER NAME (20 MAX):

Enter the name you wish to assign to the new group, with a maximum of 20 characters.



Make sure that you give each group a unique name. Do not use a name that also applies to an individual pager.

If you name your group Sales, the screen looks like this:

ENTER NAME (20 MAX):Sales

Press the **ENTER** key to record the entry. The AlphaMate II now begins asking about the individuals who are to be members of the group. Enter the name of an existing user you wish to include in the new group. For example, to add

John Smith you type that name:

ENTER MEMBER NAME:John Smith



You must type the complete name just as it appears in the Pager Directory.

Press the **ENTER** key to record the entry. The AlphaMate II searches its Pager Directory for information about this user. While it does so it displays a message:

ENTER MEMBER NAME:John Smith

SEARCHING

This rapidly changes to:

John Smith ADDED TO GROUP

After a few seconds the display changes back to the *Group Directory Entry* screen to allow you to add another member to the Group Directory.



If the AlphaMate II cannot find the entry in the Pager Directory, it displays a message such as:

ENTER MEMBER NAME:

NOT FOUND

Check the required name, and enter it again.

Add all the members to the group in this way. When all the members have been added, respond to the *Group Directory Entry* screen by pressing the **ENTER** key without typing a name. The AlphaMate II goes back to the *Group Directory* menu, where the number of entries is now one greater than before:

	GROUP DIRECTORY (1 Entries)		
VIEW	ADD	DELETE	PAGER

Reviewing an Existing Group

To review an existing group in the system, press the **PAGE DIR** key. The *Pager Directory* menu appears. Press the **→** key three times to select **GROUP**, and press the **ENTER** key. The *Group Directory* menu appears:

	GROUP DIRECTORY (1 Entries)		
VIEW	ADD	DELETE	PAGER

The **VIEW** item is flashing, so press the **ENTER** key to make this selection. The *View Group* screen appears:

TO VIEW GROUP DIRECTORY ENTRY
ENTER NAME (20 MAX):

If you wish to view a particular group, type its name and press the **ENTER** key. If you want to review all the groups, press the **ENTER** key. Either way, the following screen

appears:

```
GROUP: Sales
MEMBER: John Smith
```

If you did not enter a group name, you can scroll through all the groups in the Group Directory by pressing the **ENTER** key repeatedly. In any case, the $\updownarrow$ symbol at the end of the second line indicates that you can use the $\downarrow$ and $\uparrow$ keys to scroll through the members of the group that is shown.

If you do not wish to change this information, you can return either to the *Group Directory* menu by pressing the **ESC** key, or to the *Select Operation* screen by pressing the **QUIT** key.

Editing Group Data

You can make changes to the Group Directory data. You can change the name of a group, you can add members to a group, and you can delete members from a group.

To make any changes to group data, you must first view the group you wish to change, as described above in "Reviewing Existing Groups". Then press the **EDIT** key.



If your AlphaMate II uses password protection, see "Using a Password" on page 44.

The entry appears with a blinking cursor at the end of the group name:

```
GROUP: Sales
```

Editing the Group Name: To make changes to the group name, you can use the $\leftarrow$ and $\rightarrow$ keys to move the cursor over a particular letter, and then type a different letter instead. To insert characters, hold down the **CTRL** key and type **v** first; this puts the AlphaMate II into the insert mode instead of the normal overstrike mode. (Typing **CTRL+v** again switches the AlphaMate II back to the normal overstrike mode.) You can also use the **BACKSPACE** key to delete letters in the usual way.

Adding and Deleting Group Members: To move from the user's name to the pager number, press the **TAB** key. This causes a new choice to appear on the second line:

```
GROUP: Sales
MEMBER: John Smith      ADD DELETE
```

The **ADD** item is flashing. Use the $\leftarrow$ and $\rightarrow$ keys to choose either **ADD** to add a member to the group, or **DELETE** to delete the displayed member from the group.

If you choose **ADD**, the member name disappears from the screen, and the cursor appears there instead:

```
GROUP: Sales
MEMBER: 
```

Type in the new name, and press the **ENTER** key.

If you choose **DELETE**, then the member whose name is shown on the screen is deleted from the group when you press the **ENTER** key. This member remains in the Pager Directory as an individual user.

When you have made all the changes you require, you can return either to the *Group Directory* menu by pressing the **ESC** key, or to the *Select Operation* screen by pressing the **QUIT** key.

Deleting an Existing Group

When you find you no longer need a particular group of users, you can delete it from the Group Directory.

 You cannot delete a group if it is a member of another group, if it is set up for reminder paging, or if it happens to be in the paging queue. You must first remove the group from the group (see page 16), from reminder paging (see page 23), or from the paging queue (see page 29).

Press the **PAGE DIR** key to get a *Pager Directory* menu. Press the **→** key three times to select **GROUP**, and press the **ENTER** key. The *Group Directory* menu appears:

GROUP DIRECTORY (1 Entries)			
VIEW	ADD	DELETE	PAGER

The **VIEW** item is flashing, so press the **→** key twice to select **DELETE**. Press the **ENTER** key to make the selection.



If your AlphaMate II uses password protection, see "Using a Password" on page 44.

The *Delete Group Directory* screen appears:

ENTER NAME (20 MAX):

Enter the name of the group to be deleted, and press the **ENTER** key. The AlphaMate II displays the entry and asks you to verify that this is the right group:

Sales
MEMBER: John Smith DELETE? YES NO

(This example shows a group named Sales being deleted; John Smith is the first member of the group.) Note that the word **NO** is flashing. If you press the **ENTER** key, the AlphaMate II does *not* delete the group. To delete the group, you must use the **←** key to select **YES**, and then press the **ENTER** key.

The AlphaMate II returns to the *Group Directory* menu automatically, so you can make further changes to your Group Directory if you wish. To return to the *Select Operation* screen, press the **QUIT** key.

The Message Directory

The AlphaMate II can store a number of standard, commonly used messages in a Message Directory. You can enter up to 16 messages, with a total of up to 1280 characters. In other words, the messages can be an average of 80 characters long. Each message is assigned a number. In the course of sending pages to people, you can recall any of these stored messages quickly just by typing "@" and the stored message number.

To enter or change stored messages, press the **SETUP** key. The *Setup* menu appears:

SYSTEM DIR	MESSAGES	PAGELOG	MISC
CONFIGURATION	PASSWORD	PRINTER	CLOCK

The **SYSTEM DIR** item is flashing, so press the → key to select **MESSAGES**. Press the **ENTER** key to proceed. The *Message Directory* menu appears:

MESSAGE DIRECTORY (3 Entries)		
VIEW	ADD	DELETE

(If there are no messages in your AlphaMate II, the **ADD** item is flashing. If at least one message is stored, the **VIEW** item is flashing.) Use the ← and → keys to choose the function you want.

Adding a New Message

To add a message to your AlphaMate II, select **ADD** from the *Message Directory* menu, and press the **ENTER** key.



If your AlphaMate II uses password protection, see "Using a Password" on page 44.

The *Enter Message* screen appears:

ENTER MESSAGE (4) :

The number in parentheses is the number assigned to the message. You will need this number to recall the message later, so make a note of it, or print out the message directory. (See "Printing-out Your Directories" later in this section.)

Enter your message.



Remember that your pagers are limited in terms of the message-length that they can display. The paging service system may also limit the message-length.

If a message is longer than two lines, the screen scrolls automatically. At the end of the message, press the **ENTER** key. The AlphaMate II returns to the *Message Directory* menu:

MESSAGE DIRECTORY (4 Entries)
VIEW ADD DELETE

Note that the number of entries now includes the message you have just added. Now you can add further messages to your Messages Directory. To return to the *Setup* menu, press the **ESC** key. To return to the *Select Operation* screen, press the **QUIT** key.

Reviewing Existing Stored Messages

To review an existing stored message to your AlphaMate II, select **VIEW** from the *Message Directory* menu, and press the **ENTER** key. The AlphaMate II asks you which message you wish to view:

TO VIEW MESSAGE DIRECTORY ENTRY
ENTER CANNED MESSAGE NUMBER:

Enter the message number, and press the **ENTER** key. The message appears:

4)Call your office ASAP.

If the message is longer than two lines, use the ↓ and ↑ keys to scroll up and down.

You can also review all the messages stored in your AlphaMate II. When it asks you to **ENTER CANNED MESSAGE**

NUMBER, press the **ENTER** key without entering a number. The AlphaMate II displays the first message. Each time you press the **ENTER** key again, the AlphaMate II displays the next message in the directory.

When you finish reviewing the messages, you can return either to the *Setup* menu by pressing the **ESC** key, or to the *Select Operation* screen by pressing the **QUIT** key. However, you can edit a message while you are reviewing it, as described below.

Editing an Existing Message

While you are reviewing a stored message, you can make changes to it. Press the **EDIT** key.



If your AlphaMate II uses password protection, see "Using a Password" on page 44.

The message appears with a flashing cursor after the last character:

Call your office ASAP.

To make minor changes, you can use the ← and → keys to move the cursor over a particular letter; you can then type a different letter instead. To insert characters, hold down the **CTRL** key and type **v** first; this puts the AlphaMate II into the insert mode instead of the normal overstrike mode. (Typing

CTRL+V again switches the AlphaMate II back to the normal overstrike mode.) You can also use the **BACKSPACE** key to delete letters in the usual way. If the message is more than two lines long, you can use the **↓** and **↑** keys to scroll up and down.

When you have changed the message, press the **ENTER** key to record it in place of the old message. The same message number still applies.

When you finish reviewing and editing messages, you can return either to the *Setup* menu by pressing the **ESC** key, or to the *Select Operation* screen by pressing the **QUIT** key.

Deleting an Existing Message

To delete an existing stored message, select **DELETE** from the *Message Directory* menu, and press the **ENTER** key.



If your AlphaMate II uses password protection, see "Using a Password" on page 44.

The *Delete Message Directory* screen appears:

TO DELETE MESSAGE DIRECTORY ENTRY
ENTER CANNED MESSAGE NUMBER:

Enter the message number, and press the **ENTER** key. The message appears, and the AlphaMate II asks you to verify

that this is the correct message:

4)Call your office ASAP.

DELETE? YES NO

(This example shows message 4 being deleted.) Note that the word **no** is flashing. If you press the **ENTER** key the AlphaMate II does *not* delete the message. To delete the message, you must use the **←** key to select **YES**, and then press the **ENTER** key.

The AlphaMate II returns to the *Message Directory* menu automatically, so you can make further changes to your messages if you wish. To return to the *Select Operation* screen, press the **QUIT** key.

The Reminder Pages Directory

The AlphaMate II can send pages automatically that remind your users of things they should do - a sort of intelligent alarm clock. You can use the Reminder Pages Directory to set up a page that is sent either once at a particular time, or repeatedly at regular intervals.

To enter or change reminder pages, press the **REMINd PAGE** key. The AlphaMate II displays the *Reminder Pages* menu:

REMINdER PAGES (5 Entries)		
VIEW	ADD	DELETE

(If there are no reminder pages in your AlphaMate II, the **ADD** item is flashing. If at least one reminder page is stored, the **VIEW** item is flashing.) Use the **←** and **→** keys to choose the function you want, and press the **ENTER** key.

Adding a Reminder Page

To add a reminder page to your AlphaMate II, select **ADD** from the *Reminder Pages* menu, and press the **ENTER** key.



If your AlphaMate II uses password protection, see "Using a Password" on page 44.

The *Add Reminder Page* screen appears:

TO ADD REMINDER PAGE
ENTER NAME OR NUMBER: █

Type the name of the person whom you wish to page, and press the **ENTER** key. The AlphaMate II briefly displays the complete information for this person:

John Smith	2326982
SYSTEM: TelePage	

The **SET DATE AND TIME** screen appears:

SET DATE AND TIME				
FEB	21	1994	24H	10:06:00 ↑↓

(This screen displays the date and time that currently appear in the *Selection Operation* screen.) Note the ↑↓ symbol at the right-hand end of the second line. This indicates that you use the ↓ and ↑ keys to increase and decrease values. First the month is flashing; use the ↓ and ↑ keys to select the required month for the page, then press the **TAB** key.

Now the date is flashing. Again, use the ↓ and ↑ keys to select the required date for the page, then press the **TAB** key.

Continue this process until you have entered the entire date and time.



You must set the date and time to some value in the future. The AlphaMate II does not accept the current time, nor any time in the past.

To record the date and time in the directory, press the **ENTER** key.

Next, the AlphaMate II asks if you want to repeat the page:

REPEAT PAGE (Y/N)?

Type either a **Y** (for Yes) or an **N** (for No). If you type a **Y**, the next menu asks:

SELECT HOW OFTEN PAGE SHOULD REPEAT:
HOURLY DAILY WEEKLY MONTHLY

Use the **←** and **→** keys to choose the period you want, and then press the **ENTER** key. (If you answer the **REPEAT PAGE** question with an **N**, the AlphaMate II skips this menu.)

The AlphaMate II now asks what message you want to send:

ENTER MESSAGE (OR CANNED MESSAGE NUMBER)

Type in a message, or type an **@** symbol followed by the number of a message from the Message Directory, and press the **ENTER** key. The *Reminder Pages* menu reappears, so you can make more additions or changes to your reminder pages. To return to the *Select Operation* screen, press the **QUIT** key.

Reviewing a Reminder Page

To review an existing reminder page, select **VIEW** from the *Reminder Pages* menu, and press the **ENTER** key. The AlphaMate II asks you for the name of the person whose reminder page you wish to view:

TO VIEW REMINDER PAGE
ENTER NAME (20 MAX):

Enter the user's name, and press the **ENTER** key. The details of the page appear:

John Smith 2326982
SYSTEM: TelePage REPEAT: HOURLY

When you finish reviewing a reminder page, you can return either to the *Reminder Pages* menu by pressing the **ESC** key, or to the *Select Operation* screen by pressing the **QUIT** key.

Editing an Existing Reminder Page

While you are reviewing a reminder page, you can make changes to it. Press the **EDIT** key. This takes you back into the **SET DATE AND TIME** screen. Follow the procedure described above under "Adding a Reminder Page".

Deleting a Reminder Page

When a user no longer needs to be reminded by a repeated reminder page, you can delete it from the directory. Select **DELETE** from the Reminder Pages directory, and press the **ENTER** key. The following screen appears:

```
TO DELETE REMINDER PAGE
ENTER NAME (20 MAX):
```

Enter the user's name, and press the **ENTER** key. The AlphaMate II displays the entry, and asks you to confirm that this is the correct entry:

```
John Smith      2326982
SYSTEM:  TelePage      DELETE? YES NO
```

(This example shows the reminder page for John Smith being deleted.) Note that the word **no** is flashing. If you press the **ENTER** key the AlphaMate II does not delete the reminder page. To delete the reminder page you must use the **←** key to select **YES**, and then press the **ENTER** key.

The AlphaMate II returns to the *Reminder Pages* menu automatically, so you can make further changes to your reminder pages if you wish. To return to the *Select Operation* screen, press the **QUIT** key.

Checking the Status of Your Directories

It can be useful to know the status of your directories - how many entries are in each? This information is important because there is a limit to the capacity of each directory.

To get a directory status report, press the **STATUS** key. The *Desired Function Menu* appears:

```
SELECT DESIRED FUNCTION:
DIRECTORY INFO  PAGE INFO  QUEUE STATUS
```

The **DIRECTORY INFO** item is flashing. Press the **ENTER** key to see the directory status report:

```
PAGER ENTRIES:134      SYSTEM ENTRIES:  3
GROUPS/MEMBERS: 2/ 15  CANNED MESSAGES:  4
```

To return to the *Select Operation* screen, press the **QUIT** key.

For reference, the directory limits are:

- Pager Directory, 750 pagers;
- System Directory, 10 paging services;
- Group Directory, 40 groups with a total of 750 members;
- Messages Directory, 16 messages.

Printing Your Directories

Your AlphaMate II contains five directories:

- the System Directory,
- the Pager Directory,
- the Group Directory,
- the Message Directory, and
- the Reminder Pages Directory.

You can print a copy of any one of these directories, or all of them.



You must have a printer connected to your AlphaMate II, turned on, and on-line in order to obtain printouts.

To obtain a printout, press the **PRINT** key. The AlphaMate II asks which directory you wish to print:

**SELECT DESIRED REPORT FOR PRINTING:
PAGER DIRECTORY**



Note the $\updownarrow$ symbol at the right-hand end of the second line. This indicates that you use the $\downarrow$ and $\uparrow$ keys to scroll through the list. Select the directory you want to print, or the **ALL** selection, then press the **ENTER** key.

The AlphaMate II confirms the selection:

**SENDING PAGER DIRECTORY TO
PRINTER**

The AlphaMate II returns to the *Printing* menu automatically, so you can produce additional printouts if you wish. To return to the *Select Operation* screen, press the **QUIT** key.

SENDING PAGES

The AlphaMate II distinguishes between people who are listed in its Pager Directory and those who are not.

To begin, press the **PAGE** key. Note that you do not have to be at the *Select Operation* screen to do this: you can do it from any screen you see. The **SEND PAGE** screen appears:

SEND PAGE ENTER NAME OR NUMBER:

Normally you enter the name of the person you wish to page. You can even abbreviate the name. For example, to page John Smith you can enter just "John". If there is more than one John listed, the AlphaMate II helps you pick the right one.

You can also page a person who is not listed in your AlphaMate II by entering their pager number.

Paging a Listed User

To page a user who is listed in the Pager Directory, just type the person's name. The AlphaMate II displays the details of that user so that you can be sure you are paging the right person:

John Smith	2326982
SYSTEM: TelePage	

After two seconds the Enter Message screen appears:

ENTER MESSAGE (OR CANNED MESSAGE NUMBER)

Type in the required message, and press the **ENTER** key.



Be sure that you do not enter too many characters. Different pager types have different limits on the number of characters you can send. The paging service may also have set a limit, and if you exceed it they may truncate the message, or they may

reject it completely. The AlphaMate II limit is 1280 characters.

Instead of entering a new message, you can use a canned message. Type an @ symbol, then the number of the message (1-16), then press the **ENTER** key. The canned message appears on the screen, with a flashing cursor following it. If you wish, you can edit or add to the message before sending it. Press the **ENTER** key to send the message.

It takes a few seconds for the page to go through. The AlphaMate II displays a series of screens with messages showing the progress of the page, beginning with:

PAGE IN PROGRESS - OFFHOOK

When the page is sent, the final screen appears briefly:

PAGE SENT

If there is a problem sending the page, the final screen indicates what went wrong, such as:

PAGE NOT SENT - BUSY

A list of error messages is provided in Appendix A, "Error Messages and What They Mean".

Paging by Partial Name

When you initiate a page you do not have to type the entire name - just the first part of it may be enough. For example, if the person is entered as John Smith, you can type John. If there is more than one name beginning with John in the Pager Directory, the AlphaMate II indicates this, and gives you a short list to scroll through:

John Smith	2326982
SYSTEM: TelePage	SEND

The $\updownarrow$ symbol at the right-hand end of the second line indicates that you can use the $\downarrow$ and $\uparrow$ keys to scroll through a list. When the person you want to page is displayed, press the **ENTER** key to send the page.

If the list consists of more than 10 people, the AlphaMate II displays an **AMBIGUOUS** error message on the **SEND PAGE** screen:

SEND PAGE	AMBIGUOUS
ENTER NAME OR NUMBER:	

Try the name again, but give it more information this time.

Paging Several People Simultaneously

You can send a page to several people at the same time, even if these people are not stored as a group.

Begin to send a page in the usual way: press the **PAGE** key, and get a **SEND PAGE** screen:

SEND PAGE ENTER NAME OR NUMBER:

Now enter the names of the people you wish to page, separating them with semicolons, but not spaces, like this:

SEND PAGE ENTER NAME OR NUMBER: John;Mary;Jim

When you press the **ENTER** key, the AlphaMate II displays the list of people briefly so you can verify it; if it could not find any of the names in the directory, you can tell from the list that they will not receive the page. The AlphaMate II then asks for the message in the usual way.

Paging an Unlisted Number

To page a user who is not listed in your Pager Directory, begin as usual by pressing the **PAGE** key:

SEND PAGE ENTER NAME OR NUMBER:

Enter the pager number and press the **ENTER** key. The AlphaMate II can tell that this is not one of its users, and asks which paging service system you wish to use for this page:

SELECT SYSTEM:	2321234	
SYSTEM: TelePage	SEND	

The number shown in the top line is the number you entered, so you can verify that you entered the correct number. Use the **↓** and **↑** keys to scroll through the list of paging service systems until you find the one you wish to use for this page. Press the **ENTER** key to make the selection.

The AlphaMate II then asks for the message in the usual way.

Recalling a Previous Page

The AlphaMate II stores the most recent successfully completed page to a listed user for re-use. This makes it easy to re-send the page, or to send a modified version of it.

To recall the most recent page, first press the **PAGE** key:

```
SEND PAGE
ENTER NAME OR NUMBER:█
```

Then press the **EDIT** key. The name from the last page appears on the screen:

```
SEND PAGE
ENTER NAME OR NUMBER:John Smith█
```

Press the **ENTER** key to select this name. The message from the last page appears:

```
Call your office ASAP█
```

You can make changes to the message. You can backspace over characters to delete them, use the **←** and **→** keys to move the cursor back into the message to delete text or to enter new text, or just add text to the end of the message.

To send the message, press the **ENTER** key.

The Paging Queue

When you enter a page into your AlphaMate II, or when a reminder page is generated automatically, it may not be sent immediately. Perhaps the AlphaMate II could not reach the paging service on the first try. Whenever a page is delayed, it is added to a queue in the AlphaMate II, which waits about 15 seconds and tries to send it again. Such a page is in the queue and active.

After four attempts at sending the page, the AlphaMate II gives up. The page remains in the queue but is inactive. A page also becomes inactive (but still in the queue) if the paging service rejects it for any reason.

Whenever the queue contains one or more pages, a flashing indicator appears at the end of the first line of the display:

```
SELECT OPERATION █
TUESDAY, MARCH 1, 1994 11:43:00AM
```

Whenever you see this symbol, you know that at least one page has not yet been transmitted. You can get more information about the pages in the queue as described in the following paragraphs.

Checking Page Status

To get a general status report of the number of pages in the queue, press the **STATUS** key. The *Function Menu* appears:

SELECT DESIRED FUNCTION:		
DIRECTORY INFO	PAGE INFO	QUEUE STATUS

Press the **→** key to select **PAGE INFO**, and press the **ENTER** key:

REMINDER PAGES: 3
PAGING QUEUE ENTRIES: 0

To return to the *Select Operation* screen, press the **QUIT** key.

Checking the Paging Queue Status

To get a status report of the individual pages in the queue, press the **STATUS** key. The AlphaMate II displays a *Function Menu*:

SELECT DESIRED FUNCTION:		
DIRECTORY INFO	PAGE INFO	QUEUE STATUS

Press the **→** key twice to select **QUEUE STATUS**, and press the **ENTER** key.



If the queue is empty, you cannot select **QUEUE STATUS** from this menu.

The AlphaMate II displays the status of the first message in the queue. This information consists of the name of the person paged, whether the page is active or inactive, and the reason the page is in the queue.

The screen also presents a menu:

John Smith	INACTIVE:MODEMFAIL
MESSAGE	SEND DELETE ALL

This menu offers four choices:

- If you select **MESSAGE**, the AlphaMate II displays the message itself. Press the **ENTER** key to display this menu again.
- If you select **SEND**, the AlphaMate II attempts to send the message again, and returns to the *Function Menu*.
- If you select **DELETE**, the AlphaMate II deletes the message from the queue, and returns to the *Function Menu*.
- If you select **DELETE ALL**, the AlphaMate II deletes all the messages from the queue, and returns to the *Function Menu*.

To return to the *Select Operation* screen, press the **QUIT** key.



If you turn the AlphaMate **OFF**, you delete all pages from the queue. You also delete the most recent page, used for recalling a previous page.

Logging Pages to the Printer

The AlphaMate II can send a copy of every page to the printer, if you have one connected. You can turn this page logging on and off at will. For each page, the printout shows:

- the name of the pager user;
- the date and time the page was sent; and
- the message that was sent.

If the page was not sent successfully, the page log indicates that, too.

Examples of successful and unsuccessful pages are shown below.

(Installing a printer is described in the *AlphaMate II Installation Manual*, 6881003B19.)

Begin by making sure that the printer is turned on and on-line. At the AlphaMate, press the **SETUP** key. The *Setup* menu appears:

SYSTEM DIR	MESSAGES	PAGELOG	MISC
CONFIGURATION	PASSWORD	PRINTER	CLOCK

Press the **→** key twice to select **PAGELOG**. Press the **ENTER** key. The *Logging* menu appears:

LOGGING OF PAGES TO PRINTER	
ON	OFF

Use the **←** and **→** keys to make your selection, and then press the **ENTER** key. The system returns to the *Setup* menu.

To return to the *Select Operation* screen, press the **QUIT** key.

PAGE SENT		
John Smith	MARCH 9, 1994	10:36AM
Call your office		
*** PAGE NOT SENT - BUSY		
Mary Jones	MARCH 9, 1994	10:45AM
Sales meeting cancelled		

APPENDIX A: ERROR MESSAGES AND WHAT THEY MEAN

Message Displays	Message Meaning and Remedy
ALREADY IN GROUP	You cannot add this member to this group: the group already contains that member.
AMBIGUOUS	In searching for a partial name, the system has found more than ten entries that match. Please try again, and provide more of the name.
BUSY / NODIALTONE / PAGE REJECTED / BAD PASSWD / COMM FAIL / NO CARRIER	The AlphaMate II is unable to make a connection, or an existing connection has failed, during paging or downloading.
CANNED MESSAGE DIRECTORY FULL, MAKE ANOTHER SELECTION	You cannot add this message because the Canned Message Directory is full. (The Canned Message Directory is limited to 16 messages or a total of 1280 characters.)

Message Displays	Message Meaning and Remedy
CANNED MESSAGE TOO LONG FOR SYSTEM	You cannot enter a canned message this long. The AlphaMate II imposes a limit of 1280 characters on a message. The particular pager type you are calling and/or the paging service system may impose a smaller limit. You may be able to raise the limit on the paging service system. If the limits cannot be changed, use a shorter message.
CONFIGURATION IS PASSWORD PROTECTED	The Configuration menu is protected by a master password. Only someone who knows the password can access this data.
GROUP USED IN GROUP OR PAGE QUEUE, CANNOT DELETE	You cannot delete this group from the Group Directory, either because it is a member of another group, or because it is currently in the paging queue. First delete it from the group or queue, then you can delete it from the Group Directory.
MAXIMUM NUMBER OF ALLOWED GROUP MEMBERS HAS BEEN REACHED	You cannot add any more users to this Group Directory, because it is full.
MESSAGE NUMBER DOES NOT EXIST	You have asked for a canned message, but that message number is not used.
MODEMFAIL	The modem failed to establish or hold a connection. Check the telephone connection.
NAME ALREADY EXISTS	You cannot add this name to this directory, because it is already in the directory.

Message Displays	Message Meaning and Remedy
NO ANSWER	The paging system service has not answered the call within the user-defined timeout period.
NO MESSAGE EXISTS FOR THIS PAGE	The message for a page queue entry or a reminder page does not exist.
NOT FOUND	You have asked for an entry that does not exist in this directory. (This might be a user in the Pager Directory, a group in the Group directory, and so on.)
PAGE NOT SENT - PAGE REJECTED	The paging service system has rejected the page because the pager number provided is not valid, or it not currently in service.
PAGE QUEUE FULL DELETE ENTRY ON QUEUE STATUS SCREEN	The page queue is full. You cannot send another page at this time. Delete selected or all messages from the queue.
PAGER AND GROUP DIRECTORIES OR SYSTEM DIRECTORY IS EMPTY. MAKE ANOTHER SELECTION	You cannot add this reminder page because the user does not exist, or because no paging system service appears in the System Directory.
PAGER ENTRY IN GROUP OR PAGE QUEUE, CANNOT DELETE	You cannot delete this pager from the Pager Directory, either because it is a member of a group, or because it is currently in the paging queue. First delete it from the group or queue, then you can delete it from the Pager Directory.

Message Displays	Message Meaning and Remedy
REMINDER PAGE DIRECTORY FULL, MAKE ANOTHER SELECTION	You cannot add this reminder page because the Reminder Page Directory is full. (The Reminder Page Directory is limited to a total of 1280 characters.)
SEARCHING	A directory is being searched, and you must wait.
SELECTED GROUP CONTAINS GROUPS	You cannot make this group a member of another group, because it already contains groups.
SERIAL PORT ERROR / HEADER ERROR / BLOCK ERROR / CHECKSUM ERROR / SOH ERROR / STX ERROR / MODEM ERROR	The download or upload process has failed because of a communication problem.
SYSTEM DIRECTORY IS EMPTY, MAKE ANOTHER SELECTION	You cannot add users to the Pager Directory because the System Directory does not contain any paging system services. You must have at least one entry in the System Directory.
SYSTEM USED IN PAGER DIRECTORY ENTRY, CANNOT DELETE	You cannot delete this paging system service from the System Directory because it is needed by one or more users in the Pager Directory. Transfer these other users to another paging system service first, then you can delete this one.
WAITING FOR SERIAL PORT	The serial port is already in use, and you must wait.

APPENDIX B: WORKING WITH REMOTE ALPHAMATE II UNITS

Your AlphaMate II can access another AlphaMate II, either by way of modems and a telephone link, or by a direct connection between the serial ports. This is called a remote connection, although the two units may be quite close together.

Using a connection to a remote AlphaMate II, you can perform two major operations:

- You can download all directory data from one unit into the other.
- You can use one AlphaMate II as a terminal to control the operation of the other AlphaMate II.

An AlphaMate II can also be used as a VT100 emulator on a computer network.

Setting Up the AlphaMate IIs

Before beginning any remote operation, either connect the two units together using an RS-232 cable (Motorola part number 3005020S19), or connect them to separate telephone lines so one can call the other.

To begin any remote operation, press the **REMOTE** key in both AlphaMate IIs. Each unit responds with a *Remote Mode* menu:

SELECT THE DESIRED REMOTE MODE:			
DOWNLOAD	TERMINAL	PROGRAM	SETUP

The **TERMINAL** item is flashing. Use the ← and → keys to select **SETUP**, and press the **ENTER** key. This gets you the *Port Setup* menu:

REMOTE MODE PORT SETUP		
SELECT DESIRED PORT:	MODEM	RS-232

The **RS-232** item is flashing. Use the ← and → keys

choose the port you want, and then press the **ENTER** key. You must choose the same port in both units.

Setting Up the Modem

If you choose to use a telephone link, you must set up the modems in both AlphaMate IIs. When you select **MODEM**, the following menu appears:

MODEM SETUP	
BAUD RATE:	300

Use the ↓ and ↑ keys to choose a value, and then press the **ENTER** key. In this case, and in the other menus in this setup procedure, select the appropriate value for your connection. Be certain that you choose the same value at each end of the connection.

Finally you come to a screen asking for the telephone number:

ENTER TELEPHONE NUMBER FOR MODEM:
--

At the local AlphaMate II, enter the telephone number for the remote modem. At the remote AlphaMate II, enter the telephone number of the local modem. When you press the **ENTER** key, the *Remote Mode* menu reappears, allowing you to choose a remote mode.

Setting Up an RS-232 Link

If you choose to use a direct RS-232 serial link, you must set up the RS-232 ports in both AlphaMate IIs. When you select **RS-232**, the following menu appears:

RS-232 SETUP	
BAUD RATE:	300

Use the ↓ and ↑ keys to choose a value of 1200 baud, and then press the **ENTER** key.

From here on a series of menus asks you to enter the other details of the RS-232 setup. In each case you simply press the **ENTER** key to select the default value.

When you have entered all of the required data, the *Remote Mode* menu reappears, allowing to chose a remote mode.

Downloading Directory Data to the Remote Unit

You can download the directories and the clock/calendar data from the local AlphaMate II into the remote AlphaMate II.



The directory data you download will completely replace all the existing directory data in the remote unit. Make sure there is no valuable data in the remote unit before you delete it!

To send directory data from the local unit into the remote unit, first setup both units, and display the *Remote Mode* menu on both units.

At the remote unit, select **PROGRAM**, and press the **ENTER** key. The screen displays the message:

**UPLOADING FROM REMOTE ALPHAMATE II
WAITING FOR CONNECTION....**

At the local unit, select **DOWNLOAD**, and press the **ENTER** key.

If the connection is made by an RS-232 link, it is established instantly. However, if the connection is made by modems and telephone line, the local unit first displays the screen:

**DOWNLOADING TO REMOTE ALPHAMATE II
DIALING 6981**

After the connection has been established, the download proceeds. The local unit displays the message:

**DOWNLOADING TO REMOTE ALPHAMATE II
IN PROGRESS.....**

At the same time the remote unit displays the message:

**UPLOADING FROM REMOTE ALPHAMATE II
IN PROGRES.....**

On both screens, the line of dots gets longer as the download progresses. When the download has been completed, both units display the *Remote Mode* menu again.

Controlling a Remote Unit

You can use the local AlphaMate II as a terminal controlling the operations of the remote AlphaMate II.

To control the remote unit from the local unit, first setup both units, and display the *Remote Mode* menu on both units.

At the remote unit, select **PROGRAM**, and press the **ENTER** key. The screen displays the message:

```
UPLOADING FROM REMOTE ALPHAMATE II
WAITING FOR CALL...
```

At the local unit, select **TERMINAL**, and press the **ENTER** key. The screen displays the message:

```
SELECT DESIRED TERMINAL EMULATOR
VT100          ALPHAMATE II
```

Press the **→** key to select **ALPHAMATE II**, and press the **ENTER** key.

If the connection is made by an RS-232 link, it is established instantly. However, if the connection is made by modems and telephone line, the local unit first displays the screen:

```
CONTROLLING REMOTE ALPHAMATE II
DIALING 6981
```

After the connection has been established, both units display the *Select Operation* screen.

At this point whatever you type at the local unit takes effect in the remote unit. Both units display the same information, which comes from the remote unit. You can perform any operations on the local unit: all AlphaMate II functions work normally. However, all operations take place in the remote unit only: the local unit is not affected. The controls on the remote unit do not work in this mode.

To terminate the terminal mode, hold down the **CTRL** key and type **x** on the local unit. This breaks the connection, and both units return to normal operation. The local unit displays the *Remote Mode* menu, and the remote unit displays the *Select Operation* screen.

APPENDIX C: CHANGING THE ALPHAMATE II SETUP

Adjusting the Display Contrast

You can adjust the contrast of the display by holding down the **CTRL** key and pressing the $\downarrow$ and $\uparrow$ keys. The $\downarrow$ key reduces the contrast, and the $\uparrow$ key increases the contrast.

Setting the Date and Time

The AlphaMate II uses an internal clock/calendar for controlling reminder pages and other functions. The *Select Operation* screen displays the current day, date, and time. Set the date and time as follows.

Press the **SETUP** key. The *Setup* menu appears:

SYSTEM DIR	MESSAGES	PAGELOG	MISC
CONFIGURATION	PASSWORD	PRINTER	CLOCK

Use the $\leftarrow$ and $\rightarrow$ keys and the $\downarrow$ and $\uparrow$ keys to select **CLOCK**, and then press the **ENTER** key. The *Set Date and Time* screen appears:

SET DATE AND TIME					
THU	FEB	24	1994	24H	10:06:00 $\updownarrow$

This screen displays the current day, date, and time. Note the $\updownarrow$ symbol at the right-hand end of the second line. This indicates that you use the $\downarrow$ and $\uparrow$ keys to increase and decrease values. Initially the day item is flashing; use the $\downarrow$ and $\uparrow$ keys to select the required day, then press the **TAB** key.

Now the month item is flashing. Again, select the required month, then press the **TAB** key.

Continue this process until you have entered the entire day, date, and time. To record the date and time in the directory, press the **ENTER** key.

Using the Speaker

The AlphaMate II has a speaker that can be used to monitor call progress when the unit is connected to a telephone line. You can turn this speaker on and off, and control its volume.

Turning the Speaker On and Off

To turn this speaker on and off, press the **SETUP** key. The *Setup* menu appears:

SYSTEM DIR	MESSAGES	PAGELOG	MISC
CONFIGURATION	PASSWORD	PRINTER	CLOCK

Press the **→** key three times to select **MISC**, and then press the **ENTER** key. The *Miscellaneous Setups* menu appears:

MISCELLANEOUS SETUPS		
SPEAKER	LANGUAGE	MODEM

Press the **←** key to select **SPEAKER**, and then press the **ENTER** key. The *Speaker Setup* menu appears:

SPEAKER SETUP		
ALWAYS ON	ON/CONNECT ONLY	OFF

ALWAYS ON means that you hear all the sounds on the telephone line. This is mainly useful for debugging problems.

ON/CONNECT ONLY means that you hear only what occurs after the connection is made to the paging system service. (Modem signals are suppressed.) This is useful for monitoring call progress.

Use the **←** and **→** keys to make your selection, and press the **ENTER** key. The AlphaMate II automatically returns to the *Miscellaneous Setups* menu. To return to the *Select Operation* screen, press the **QUIT** key.

Adjusting the Speaker Volume

When the speaker is turned on, you can adjust its volume by holding down the **CTRL** key and pressing the **←** and **→** keys. The **←** key reduces the volume, and the **→** key increases the volume.



The volume works only when you can hear tones through the speaker.

Using a Master Password

A master password can be used to prevent unauthorized people from accessing the *Configuration* menu. The *Configuration* menu provides control over the most basic functions of the AlphaMate II. It allows changes to be made in the System Directory, it allows all the other directories to be cleared, and it allows a master password and an initial user password to be entered or changed.



The System Directory can be accessed through the *Configuration* menu (which is protected by the master password), and also through the *Setup* menu (which is not protected by the master password). Paging services entered in the System Directory by way of the *Configuration* menu can be changed only by the same method, using the master password. However, other paging services entered in the System Directory by way of the *Setup* menu can still be changed by the same method without needing a master password.

The AlphaMate II is delivered without any passwords programmed. You can enter a master password when you install the system. You can also change that password later.

Entering a Master Password

To enter a master password, press the **SETUP** key. The *Setup* menu appears:

SYSTEM DIR	MESSAGES	PAGELOG	MISC
CONFIGURATION	PASSWORD	PRINTER	CLOCK

Press the **↓** key to select **CONFIGURATION**, and then press the **ENTER** key. The *Configuration* screen appears:

SYSTEM DIR	CLEAR USER SETUPS
MASTER PASSWORD	USER PASSWORD

Use the **↓** key to select **MASTER PASSWORD**, and then press the **ENTER** key. The *Master Password* screen appears:

ENTER NEW PASSWORD: █

Type your new password, and press the **ENTER** key. The AlphaMate II asks you to verify the entry:

ENTER NEW PASSWORD:
CONFIRM NEW PASSWORD: █

Type your new password again. This ensures that you did not make a typing error that can result in a password you don't know! The AlphaMate II goes back to the *Configuration* screen. To return to the *Select Operation* screen, press the **QUIT** key.

Changing the Master Password

If your AlphaMate II already has a master password programmed, you can change it. Begin by pressing the **SETUP** key. The *Setup* menu appears:

SYSTEM DIR	MESSAGES	PAGELOG	MISC
CONFIGURATION	PASSWORD	PRINTER	CLOCK

Press the $\downarrow$ key to select **CONFIGURATION**, and then press the **ENTER** key. The *Configuration* screen appears:

SYSTEM DIR	CLEAR USER SETUPS
MASTER PASSWORD	USER PASSWORD

Press the $\downarrow$ key to select **MASTER PASSWORD**, and then press the **ENTER** key. The *Old Password* screen appears:

ENTER OLD PASSWORD:

Type the old password, and press the **ENTER** key. The screen changes to:

ENTER NEW PASSWORD:

The AlphaMate II asks you to confirm the entry:

ENTER NEW PASSWORD:
CONFIRM NEW PASSWORD:

Type your new password again. This ensures that you did not make a typing error that can result in a password you don't know!

The AlphaMate II goes back to the *Configuration* screen. To return to the *Select Operation* screen, press the **QUIT** key.



Always keep a record of your master password! It is impossible to access certain AlphaMate II functions without it!

Using a User Password

A user password can be used to prevent unauthorized people from changing the data in the directories, such as the pager directory, system directory, canned messages directory, and reminder pages directory.

The AlphaMate II is delivered without any passwords programmed. You can enter a user password when you install the system. You can also change that password later.

Entering a User Password

To enter a master password, press the **SETUP** key. The *Setup* menu appears:

SYSTEM DIR	MESSAGES	PAGELOG	MISC
CONFIGURATION	PASSWORD	PRINTER	CLOCK

Press the ↓ and → keys to select **PASSWORD**, and then press the **ENTER** key. The *Password* screen appears:

ENTER NEW PASSWORD: []

Type your new password, and press the **ENTER** key. The AlphaMate II asks you to confirm the entry:

ENTER NEW PASSWORD:
CONFIRM NEW PASSWORD: []

Type your new password again. This ensures that you did not make a typing error that can result in a password you don't know!

The AlphaMate II goes back to the *Setup* menu. To return to the *Select Operation* screen, press the **QUIT** key.

Changing the User Password

If your AlphaMate II already has a user password programmed, you can change it. Begin by pressing the **SETUP** key. The *Setup* menu appears:

SYSTEM DIR	MESSAGES	PAGELOG	MISC
CONFIGURATION	PASSWORD	PRINTER	CLOCK

Press the ↓ and → keys to select **PASSWORD**, and then press the **ENTER** key. The *Password* screen appears:

ENTER OLD PASSWORD: []

Type the old password, and press the **ENTER** key. The screen changes to:

ENTER NEW PASSWORD: []

The AlphaMate II asks you to confirm the entry:

ENTER NEW PASSWORD:
CONFIRM NEW PASSWORD:

Type your new password again. This ensures that you did not make a typing error that can result in a password you don't know!

The AlphaMate II goes back to the *Setup* menu. To return to the *Select Operation* screen, press the **QUIT** key.



Always keep a record of your password! It is impossible to access many AlphaMate II functions without it!

Using a Password

If your AlphaMate II uses password protection, whenever you try to change stored information, the screen changes to a *Password* screen. The exact wording depends on your current operation, but generally the screen looks like this:

TO ADD MESSAGE DIRECTORY ENTRY
ENTER PASSWORD:

Type in your password. For security, each character you type appears as an asterisk (*) on the screen. Press the **ENTER** key, and the AlphaMate II resumes the operation you were working on.

Changing the Language Used

The AlphaMate II can present information on the screen in three languages: English, Spanish, and French. You can switch between languages at any time. Begin by pressing the **SETUP** key. The *Setup* menu appears:

SYSTEM DIR	MESSAGES	PAGELOG	MISC
CONFIGURATION	PASSWORD	PRINTER	CLOCK

Press the **→** key three times to select **MISC**, and then press the **ENTER** key. The *Miscellaneous Setups* screen appears:

MISCELLANEOUS SETUPS		
SPEAKER	LANGUAGE	MODEM

Just press the **ENTER** key to select **LANGUAGE**, and the *Language* screen appears:

SELECT DESIRED LANGUAGE		
ENGLISH	SPANISH	FRENCH

Use the **←** and **→** keys to make your selection, and press the **ENTER** key. The AlphaMate II goes back to the *Miscellaneous Setups* screen, which now appears in the new language the you selected. (**INICIALIZACIONES VARIAS** in Spanish, or **INSTALLATIONS DIVERSES** in French.) To return to the *Select Operation* screen, press the **QUIT** key.

Function Keys

ESC

Return to the previous menu.

PAGE

SEND PAGE
ENTER NAME OR NUMBER:

STATUS

SELECT DESIRED FUNCTION:
DIRECTORY INFO PAGE INFO QUEUE STATUS

PAGE
DIR

PAGER DIRECTORY (123 Entries)
VIEW ADD DELETE DELETE

SET
UP

SYSTEM DIR MESSAGES PAGELOG MISC
CONFIGURATION PASSWORD PRINTER CLOCK

REMIND
PAGE

REMINDER PAGES (12 Entries)
VIEW ADD DELETE

REMOT
E

SELECT THE DESIRED REMOTE MODE:
DOWNLOAD TERMINAL PROGRAM SETUP

PRINT

SELECT DESIRED REPORT FOR PRINTING:
PAGER DIRECTORY

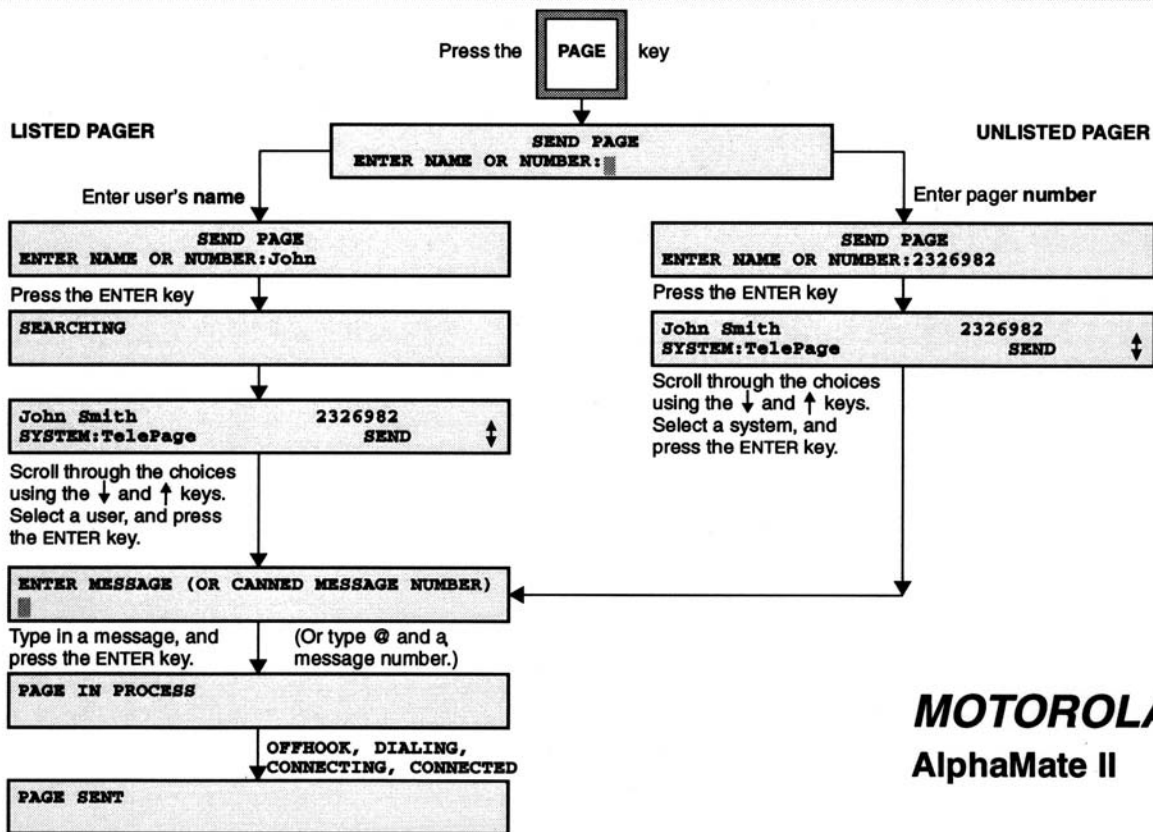
EDIT

Edit the currently displayed directory entry.

QUIT

Return to the *Select Operation* menu.

Sending a Page



MOTOROLA
AlphaMate II